



PATENTS

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

McConnell et al.

Serial No.: 10/645,917

Filed: August 20, 2003

For: Method and System for Selecting a
Preferred Contact Center Agent Based on
Agent Proficiency and Performance and
Contact Center State

Art Unit: 2855

INFORMATION DISCLOSURE STATEMENT

Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

Sir:

The citation of information on the attached Form PTO-1449, "List of Art Cited by Applicant" is made pursuant to 37 C.F.R. §§ 1.56, 1.97, and 1.98. A copy of each cited item is enclosed.

The citation of this information does not constitute an admission of priority or that any cited item is available as a reference, or a waiver of any right the applicant may have under applicable statutes, Rules of Practice in patent cases, or otherwise.

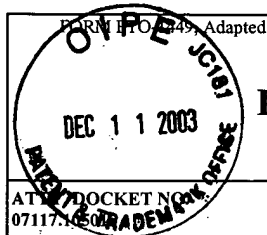
Respectfully submitted,

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I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450, on December 8, 2003.

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LIST OF INFORMATION DISCLOSED BY APPLICANT

(Use several sheets if necessary)

AT 07117.150 DOCKET NO. 07117.150	SERIAL NO. 10/645,917	FILING DATE August 20, 2003
APPLICANT McConnell et al.		GROUP 2855

U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	AA	6,301,573 B1	10/9/2001	McIlwaine et al.			1/2/1998
	AB						
	AC						
	AD						
	AE						
	AF						
	AG						
	AH						
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	AP						
	AQ						
	AR						
	AS						

EXAMINER	DATE CONSIDERED
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EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.